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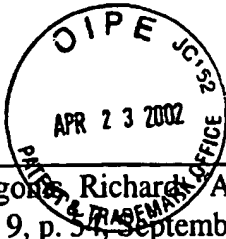
Examiner Initial		Document Number	Date	Name	Class	Sub-Class	Filing Date (if appropriate)
VH		6,144,990	11/7/2000	Brandt, et al.	709	203	12/23/96
VK		6,122,632	9/19/2000	Botts, et al.	707	10	7/21/97
VH		5,974,430	10/26/99	Mutschler, et al.	707	505	9/30/97
VH		5,793,964	8/11/98	Rogers, et al.	395	200.32	6/7/95
VH		5,754,830	5/19/98	Butts, et al.	395	500	4/1/96
VH		5,701,451	12/23/97	Rogers, et al.	395	600	6/7/95
VH		5,191,522	3/2/93	Bosco, et al.	364	401	1/18/90
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OTHER DOCUMENTS (Including Author, Title, Date, Pertinent Pages, Etc.)		
212		"Finding Intranet Solutions at Comdex," <i>Communications Week</i> , No. 638, pp. 95(7), November 18, 1996
212		"Solex Launches IAF 2.5, A Comprehensive Billing and Customer Care Solution; Software Infrastructure Enables Service Providers to Grow Their Internet Business," <i>Business Wire</i> , p. 3090284, March 9, 1998
212		"SiteBridge Corporation Launches CustomerNow for Real-Time Customer Service on the Web," <i>Business Wire</i> , p. 4271173, April 27, 1998
212		"MATRAnet Addresses Gap in Customer Relations, Enabling Companies to Maximize Web Sales," <i>M2 Presswire</i> , June 9, 1999

EXAMINER: Initial if citation considered, whether or not citation is in conformance with MPEP 609; draw line through citation if not in conformance and not considered. Include copy of this form with next communication.



201	Grigori, Richard, App Gens: More Than Just IVR," <i>Computer Telephony</i> , Vol. 7, No. 9, p. 54, September, 1999
200	Yen, Jerome, et al., "Collaborative and Scalable Financial Analysis With Multi-Agent Technology," Proceedings of the 32 nd Hawaii International Conference on System Sciences, March, 1999
EXAMINER <i>rivera Moppikar</i> DATE CONSIDERED <i>8/4/2005</i>	
EXAMINER: Initial if citation considered, whether or not citation is in conformance with MPEP 609; draw line through citation if not in conformance and not considered. Include copy of this form with next communication.	

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